comptuerised and as this address directory is not available on computer software, hence this service is dispensed with.

(iii) Also it is mentioned that this service is not mandatory.

Dumping of postal bags

2584. SHRI INDER KUMAR GUJRAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that two postal bags were dumped in one of the houses under construction in Pushpanjali Enclave, East Delhi, last year; and

(b) what steps Government have taken to ensure that the important registered and ordinary letters are delivered to the addressees as many of them have till date not been delivered?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes Sir. On receipt of a complaint on 14.8.93, postal bags containing 622 letters, most of which were second class articles and which were entrusted to the postman for delivery on 13.8.93, were recovered from custody of a chowkidar in a house under construction in Pushpanjali Enclave.

(b) Following steps have been taken to improve delivery of mails in the area:

(i) The concerned postmen staff, responsible for this, have been suitably punished.

(ii) Strict instructions have been issued to ensure that such incidents do not recur.

(iii) Supervision over delivery work has been tightened.

(iv) Instructions were given to try to educate the public to use correct Pin Code Numbers.

(v) All the recovered mails were got delivered immediately.

Failure of Telephone services in Delhi and Bombay

2585. SHRIMATI CHANDRIKA ABHINANDAN JAIN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Upbhokta Adalats in Delhi and Bombay have given verdicts against the services and working of Delhi and Bombay Telephones;

(b) if so, the details thereof;

(c) the reaction of Government on the prevailing discontentment on account of failure in giving full satisfaction to the subscribers; and

(d) the details of steps taken by Government to improve the telecommuications services in the two metro cities?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The Consumer Dispute Redressal Forum have given verdict only in individual subscriber complaints regarding excess metering, faulty telephones etc.

(c) The service provided by MTNL in both Delhi and Bombay is generally satisfactory.

(d) The department has taken several measures to improve the telecom services and customer inter face in Delhi and Bombay. The main steps are introduction of electronic exchanges with dynamic STD lock facility etc., replacement of old and